

Script for Participant (Job Seeker) Survey

Hello my name is _____. Is (_____) there? I'm calling for the Missouri Division of Workforce Development (_____). I have some questions about the service you received while you were looking for a job. The questions are to help us make sure we provide the best services to you and our other customers. What office did you go to when you were looking for work? Think of all the services you received. Did you use any of the following services?

List of services: The phrases in parenthesis are suggestions when a respondent does not seem to remember what services were used.

1. A thorough assessment of your needs
(For example, a review of your needs; training, work, finding day care, transportation, work clothes.)
2. Assistance about finding a job
(Help in how to find a job.)
3. Assistance to develop an individual employment plan
(Help to develop an employment plan with goals.)
4. Assistance to decide about the best training to take
(Guidance to choose the best kind or most useful training for you.)
5. Did you receive any training?
6. Occupational training (For example, did you attend classes at a community college, vocational-technical school, private school or 4 year college?)
7. Training to give you general skills for the workplace (For example, what to wear to work, being on time.)
8. Training in English or math.
9. Did you get any other help or services that I have not mentioned?

10. Were there services you needed that were not offered? Yes or No

Additional Comments:

11. Was the staff helpful? Yes or No

12. Was the staff courteous? Yes or No

13. Was there a particular staff person who was extra helpful to you?

Yes or No (_____)
 Name of Staff Person

Now, I have three more questions to ask you.

The next three questions are the Department of Labor Customer Satisfaction survey questions.

Survey Questions

1. Utilizing a scale of 1 to 10 where “1” means “Very Dissatisfied” and “10” means “Very Satisfied” what is your overall satisfaction with the services provided from (any of our offices)?
2. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? “1” now means “Falls short of your Expectations” and “10” means “Exceeds your Expectations.”
3. Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services?
“1” now means “Not very close to the Ideal” and “10” means “Very close to the Ideal.”

Interviewer can use DK for Don't Know and RTA for Refused to Answer